

# MND SUPPORT COORDINATOR – Position Description

<b>ROLE:</b>	<b>MND Support Coordinator</b>
<b>LOCATION:</b>	66 Hughes Street, Mile End
<b>TIME COMMITMENT:</b>	Full Time
<b>WORK HOURS:</b>	Time commitment to be completed between 9am to 5pm Monday to Friday (after hours work may be required)
<b>RESPONSIBLE TO:</b>	Client Services Manager (CSM)

## ORGANISATIONAL CONTEXT

The Motor Neurone Disease Association of South Australia Inc. (MNDSA) was established in 1986 to support people living with Motor Neurone Disease and their families and carers. It does this by providing information and advice, coordination and support, allied health, equipment services as well as community awareness and support for research.

MNDSA is a not for profit organisation.

Our Vision: A world without Motor Neurone disease

Our Mission: To provide and promote the best possible care and support for people living with MND

### Objectives

- To provide the best possible care and support for all people living with MND
- To collect and share the best available advice on living with MND
- To create and foster links between people living with MND by providing opportunities for interaction
- To raise awareness of MND and the needs it creates
- To develop and maintain relations with MND Associations within Australia and overseas
- To foster and maintain links that help us achieve our mission
- To encourage and support research initiatives and disseminate knowledge of research progress
- To achieve our mission through innovation and influence

## ROLE PURPOSE

The focus of all Client Services activities are to support people living with MND in their own community or residence of choice; to ensure that the generic service systems of health, disability and aged care are able to meet the needs of people living with MND; that no person with MND has a high level of unmet needs. Client Services aims to act as an interface between people living with MND, the service system and service providers.

The four key Client Services are:

- 1 Information and Advice: MNDSA can provide information online, over the phone and in printed materials to people affected by MND. We offer education sessions for clients and their carers, as well as health and community professionals, workplaces and schools to raise awareness about MND.
- 2 Coordination and Support: MNDSA Support Coordinators are qualified health and community practitioners, working exclusively with people affected by MND. They are a key point of contact and provide basic counselling, support and service coordination for clients and their families and carers.
- 3 Allied Health Services: MNDSA Allied Health staff including occupational therapists (OT) and allied health assistants assess and support clients with mobility challenges, and may suggest equipment, home modifications to assist with daily living, communication and other activities.
- 4 MNDEquip: MNDSA has a range of equipment and assistive technology to support communication, mobility, breathing, bathroom and bedroom safety. Items are available on

loan to people living with MND to enhance safety and their quality of life.

MNDSA's work is supported by volunteers that underpin all of MND SA's activities. Volunteers are involved in facilitated group programs, support groups, telephone and bereavement support programs, organisational support, administration and fundraising.

#### KEY AREAS OF RESPONSIBILITY

Key Result Area	Activities
<i>To work with participants of the NDIS with MND to enable them to activate and manage their NDIS plan</i>	To deliver a coordination of support service to people with MND.
	Oversee the coordination of services and activities delivered by service providers, ensuring high quality service using a person-centred approach.
	Ensure regular contact with participant and actively respond to their needs and wants using a person centred and human rights-based approach. Contact will be made by home visiting, attending service provider meetings as required and via email and phone communication.
	To maintain confidentiality of the members, families and carers at all times.
<i>To promote best practice for multidisciplinary and personal care for all people living with MND and their families</i>	To establish effective communication with health and community care providers involved in the care of participant.
	To offer information and education sessions for professionals and personal care assistants providing services for people living with MND and inform CSM who will conduct such sessions.
	To assess individual client need in consultation with health care providers to facilitate appropriate use of the MNDSA equipment service and/or other equipment loan services to meet individual needs.
<i>Participate in and contribute to MNDSA Services</i>	To assist with Client Services special projects and events as required.
	Contribute to the quarterly newsletter and reporting processes.
	Attend MND staff and/or client service meetings.
	Professional development and supervision as required and negotiated.
	Completion of administrative duties related to members of the Association with MND.
	Maintenance of self education and attendance at related conferences or similar.
	To establish effective working relationships with other MND Associations and attend the annual National support services meetings as required.
<i>Undertake assessments and provide advice and care planning with people living with MND, to facilitate access to disability, health and community supports and services in their local community</i>	Provide information to people living with MND to establish an understanding of the disease and its impact
	Identify the range of community supports and services available to address current or future needs
	Undertake holistic and timely assessment of people living with MND which accurately identifies their needs.
	Negotiate and develop support plans based on agreed needs.
	Make appropriate referrals for agreed services and liaise with service providers in the development of individual support/careplans.
	Liaise with MND OT to ensure effective and timely assessment, prescription and provision of assistive equipment.
<i>Work with service providers and health professionals, on behalf of</i>	Consult with and support health organisations, agencies and individual workers providing specialised care to people living with MND.
	Represent MNDSA at the MND Clinic

Key Result Area	Activities
<i>people living with MND, to improve their knowledge and understanding of MND to facilitate the access to NDIS, My Aged Care and the receipt of coordinated and integrated services.</i>	In consultation with the Client Services Manager and other team members liaise with external services and agencies and participate in meetings and activities that contribute to positive client and organisational outcomes.
<i>Contribute to the development of a team focussed approach to the provision of Client Services and the development of the organisation.</i>	Assist with the effective operation of MNDSA's Community Support Program, including participating in workshops, support groups and management of Client Services' Volunteers, under the direction of the Client Services Manager.
	Participate in regular supervision with Client Services Manager and the annual performance management process, including the development of an individual training plan.
	Assist where needed for various MNDSA events including fundraising, research and clinical based events coordinated by MNDSA and assist with MNDSA office administration where applicable.
Participate in and contribute to MNDSA	Communicate and act in ways consistent with MNDSA Purpose, Values and Objectives.
	Actively contribute to the development of a safe working environment according to established Work Health & Safety practices and procedures.
	Contribute to the continuous improvement of MNDSA client and management practices.
	Other reasonable duties as required

#### KEY SELECTION CRITERIA

##### Essential

1. A Bachelor of Nursing or other Allied Health related tertiary qualification with a minimum of 2 years post qualification experience
2. Demonstrated experience and knowledge of case planning, assessment and referral in the health services and disability arena
3. Understanding of what it takes to work in a Palliative Care environment
4. Highly developed interpersonal communication skills, both verbal and written
5. Demonstrated computer literacy and understanding of electronic databases
6. Current South Australian Driver's Licence

##### Desirable

1. Demonstrated commitment to working with people living with a progressive degenerative neurological disease
2. Capacity to set goals and objectives, and achieve client focussed outcomes.
3. Demonstrated understanding of the role of support coordination within the NDIS environment for people with diverse needs
4. Demonstrated experience working independently and as part of a team
5. Demonstrated negotiation and creative problem-solving skills
6. Demonstrated initiative and capacity to identify opportunities and develop relationships to improve service outcomes
7. Demonstrated ability to manage competing work tasks and work effectively to deadlines
8. 2 years' experience in a relevant role
9. Demonstrated experience working with people living with progressive degenerative neurological conditions
10. Demonstrated understanding of the impact of progressive degenerative neurological conditions on family and carers

<b>CONDITIONS OF EMPLOYMENT</b>
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- Permanent full time / or part time considered
- 38 hours per week full time hours (flexible for part time) with some out of hours work as required
- Flexible working arrangements, including working from home, may be negotiated
- Salary packaging available including use of a motor vehicle
- This position is subject to a 6-month probation period
- Appointment to the position is subject to a satisfactory police check and NDIS clearances, prior to commencement
- Appointment to the position is subject to providing evidence of being fully vaccinated (COVID-19 and Seasonal Influenza)
- Smoking is not permitted on MNDSA premises or in MNDSA vehicles
- All staff will take responsibility for a safe and healthy work environment and have a commitment to equal employment opportunity and a workplace free from discrimination and harassment

**Standard of Conduct**

- Become familiar with and abide by the policies and procedures of MNDSA
- Be responsible and accountable for high standards in personal performance, behaviour and attendance in the workplace
- Maintain a harmonious and courteous attitude towards all stakeholders of MND
- Operate in a professional manner that fosters positive relationships focused on outcomes for clients
- Respect and maintain the privacy and confidentiality of all participant and organisational information
- Respect the integrity of MNDSA, other State Associations, MND Australia and the International Alliance of ALS/MND Associations.